

INFORMATION TECHNICIAN

PURPOSE: Under supervision, using independent judgment, to perform a variety of secretarial and clerical duties necessary to maintain the efficient operation of an office.

ESSENTIAL FUNCTIONS:

1. Prepare documents covered by standard practice and schedule.
 - * A. Collect and analyze data from different sources for reports.
 - * B. Prepare, check and record requisitions, forms, reports, notices, bills, payrolls, invoices, vouchers, statements, registrations, permits, records, returns, ballots, applications, legal descriptions and other documents.
 - * C. Check and distribute prepared reports and documents.
2. Perform transcription and typing services using independent judgment.
 - * A. Collect, analyze, prepare, and assemble data and materials for typing.
 - B. Perform transcription services using transcription equipment (mandatory) and shorthand (optional).
 - * C. Write letters, memos, correspondence and other materials from statutory procedures, standard practice and rough drafts as well as oral and written instructions.
 - * D. Perform typing of letters, reports, assessments, bills, work orders, minutes, vouchers, requisitions, statements, schedules, forms, affidavits, briefs, warrants, permits, opinions, proceedings, ordinances, contracts, orders, subpoenas, agendas and other documents using typewriters and personal computers.
 - * E. Check, correct, and distribute finished typed products.
3. Perform office support services.
 - A. Calculate charges, secure payments, issue receipts and deposit money from charges, fees, bills, and deposits.
 - B. Maintain records and accounts by performing calculations, tallying, balancing, reconciling, and posting data.
 - * C. Obtain, record, distribute, and route mail and correspondence.
 - * D. Maintain files, indexes, lists, records, ledgers, rosters, manuals, record libraries and systems where discretion and decision-making is involved.
 - * E. Requisition, store, distribute, and inventory office supplies.
 - F. Operate and maintain duplicating, calculating, adding, addressing, voting, computer and word processing equipment as required.
 - * G. Schedule, arrange, prepare, and provide clerical support for meetings and events.
 - H. Coordinate the distribution of customer house keys and ensure that all keys are accounted for daily.

4. Provide information processing services.
 - A. Perform entry and verification of data from source documents and data entry forms.
 - * B. Perform entry and retrieval of data using data entry, micro-computer, and mainframe computer equipment.
 - * C. Operate recorders, copiers, printers, bursters, and decollators.
 - * D. Create and maintain computer files.
5. Provide service to the public and resolve complaints.
 - * A. Serve as receptionist, answer the telephone, attend counter and refer callers to the proper party.
 - * B. Provide information, respond to questions, and interpret regulations, policies, and procedures.
 - * C. Acknowledge complaints and problems and resolve them within areas of authority.
 - * D. Distribute, secure, review, and issue forms, applications, permits, licenses, and registrations, according to standard policy and procedures and within areas of authority.
 - E. Review customer records to determine delinquent payments and assist in credit and collection procedures.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. Certification by the City's Joint Apprenticeship Training Committee (JATC) upon completion of the Clerical Support Technician Training Program (promotional only).
- ◆ B. Currently classified as Clerical Support Technician with successful completion of twelve (12) months in that classification, and **only when** there are no eligible or interested employees who meet requirement "A" and no current Information Technicians or Finance Technicians interested in a transfer (promotional only).
- ◆ C. Four (4) years of verifiable education and/or experience which demonstrates possession of the knowledge, skills, and abilities listed below (open only).

Knowledge Requirements

- ◆ A. Knowledge of modern office methods, procedures and equipment.
- ◆ B. Knowledge of alphabetizing, indexing, and filing methods.
- ◆ C. Knowledge of basic mathematics.
- ◆ D. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
- ◆ E. Knowledge of accepted business letter writing formats.

Skill Requirements

- ◆ A. Skill in typing at a rate of at least 50 net words per minute from clear copy.
- ◆ B. Skill in making accurate computations.
- ◆ C. Skill in comparing and proofreading names, numbers, and other data accurately and rapidly.
- ◆ D. Skill in counting money, making change, and issuing receipts.
- ◆ E. Skill in using machine transcription equipment.
- ◆ F. If required, successful completion of a shorthand/speedwriting course resulting in the skill to take dictation at a rate of 60 words per minute.
- ◆ G. Skill in operating word processing, data entry, computing, duplicating, calculating, adding and other office equipment.
- ◆ H. Skill in composing business correspondence using independent judgment.

Ability Requirements

- ◆ A. Ability to interpret questions, provide satisfactory explanations, and resolve complaints.
- ◆ B. Ability to write legibly.
- ◆ C. Ability to understand and execute standard policies/procedures and oral/written instructions.
- ◆ D. Ability to organize, maintain, and update manual and computer files and records.
- ◆ E. Ability to work independently and exercise discretion in the absence of specific instructions.
- ◆ F. Ability to organize and prioritize work.
- ◆ G. Ability to learn and explain technical procedures and policies.
- ◆ H. Ability to establish and maintain effective working relationships with supervisors, co-workers, subordinates, and the public.
- ◆ I. Ability to sit, stand, walk, push, pull, stoop, reach, finger and handle as necessary to perform job duties.
- ◆ J. Ability to efficiently operate a calculator, 10-key adding machine, computer, terminal, personal computer, typewriter, teller audit machine, mail processing equipment, computer printer, photo copier, and other office machines as required.
- ◆ K. Ability to complete the training program as approved by the Joint Apprenticeship Training Committee (JATC).
- ◆ L. Ability to lift and carry office supplies and equipment weighing up to 20 pounds, and to frequently lift and/or carry supplies weighing up to 10 pounds.
- ◆ M. Ability to obtain job-related certifications if required by the employer.

* Essential functions of the job

- ◆ Job requirements necessary on the first day of employment

Information Technician
Page 4 of 4

Anlst:	Date:
Union: Basic	Pay: 82%-100% of 126E
CSB: 19980203	Class: 3424
CC: 19980223	Res: 98-0141R